



09824852 GAUS 362 2121

PATENT

I hereby certify that on the date specified below, this correspondence is being deposited with the United States Postal Service as first-class mail in an envelope addressed to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Date

July 12, 2006

Ayesha J. Shaikh

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Appl. No. : 09/824,852

Confirmation No. : 9969

Applicants : Simon Jacobs, Derek Krezeski, Guy Druce, Murray Petryshen, Randy Roesler and Warren Cree

Filed : April 2, 2001

Attorney Docket No.: 500744.03

Art Unit : Beth Van Doren

Customer No. : 27,076

Examiner : 3623

Title : ENTERPRISE SCHEDULING SYSTEM FOR SCHEDULING MOBILE SERVICE  
REPRESENTATIVES

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F.R. §§ 1.56 and 1.97 through 1.98, applicants wish to make known to the Patent and Trademark Office the references set forth on the attached form PTO-1449 (copies of the cited references, as required under 37 C.F.R. § 1.98, are enclosed). Although the aforesaid references are made known to the Patent and Trademark Office in compliance with applicants' duty to disclose all information they are aware of which is believed relevant to the examination of the above-identified application, applicants believe that their invention is patentable.

I hereby certify that no item set forth on the attached form PTO-1449 was first cited in a communication from a foreign patent office in a counterpart foreign application, and, to our knowledge, after making reasonable inquiry, no item of information set forth on the

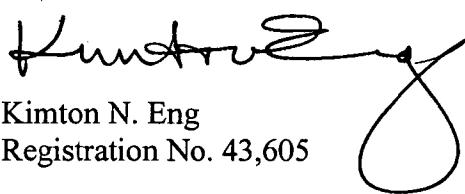
App. No. 09/824,852

attached form PTO-1449 was known to any individual designated in 37 C.F.R. § 1.56(c) more than three months prior to the filing of this Supplemental Information Disclosure Statement.

Please acknowledge receipt of this Supplemental Information Disclosure Statement and kindly make the cited references of record in the above-identified application.

Respectfully submitted,

DORSEY & WHITNEY LLP



Kimton N. Eng  
Registration No. 43,605

KNE:ajs

Enclosures:

Postcard  
Form PTO-1449  
Cited References (22)

1420 Fifth Avenue, Suite 3400  
Seattle, WA 98101  
Telephone (206) 903-8800  
Facsimile (206) 903-8820

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ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /DCR/  
2 of 2

FORM PTO-1449  
(REV.7-80)U.S. DEPARTMENT OF COMMERCE  
PATENT AND TRADEMARK OFFICEATTY. DOCKET NO.  
500744.03APPLICATION NO.  
09/824,852

## INFORMATION DISCLOSURE STATEMENT

(If trademark sheets if necessary)

APPLICANT(S)  
Simon Jacobs et al.FILING DATE  
April 2, 2001GROUP ART UNIT  
3623

## U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,093,794	03/03/92	Howie et al.	364	468	
	AB	5,655,118	08/05/97	Heindel et al.	395	614	
	AC	5,893,906	04/13/99	Daffin et al.	705	28	
	AD	6,016,477	01/18/00	Ehnebuske et al.	705	7	
	AE	6,092,048	07/18/00	Nakaoka	705	9	
	AF	6,473,748 B1	10/29/02	Archer	706	45	
	AG	6,532,465 B2	03/11/03	Hartley et al.	707	10	
	AH	6,745,381 B1	06/01/04	Ehnebuske et al.	717	100	
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						
	AP						

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	AQ	WO 00/28451 A3	05/18/00	PCT			X	
	AR							
	AS							
	AT							
	AU							

## EXAMINER

/Dave Robertson/ (07/10/2009)

## DATE CONSIDERED

7/01/2008

\* EXAMINER: Initial if reference considered, whether or not criteria is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant(s).

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /DCR/

FORM PTO-1449 (REV.7-80)		U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. 500744.03	APPLICATION NO. 09/824,852
INFORMATION DISCLOSURE STATEMENT <i>(Use several sheets if necessary)</i>		APPLICANT(S) Simon Jacobs et al.		
		FILING DATE April 2, 2001	GROUP ART UNIT 3623	

OTHER PRIOR ART *(Including Author, Title, Date, Pertinent Pages, Etc.)*

AV	Aytug, H. et al., "A Review of Machine Learning in Scheduling", IEEE Transactions on Engineering Management, Vol. 41, No. 2, May 1994. pp. 165-171.
AW	"Connectria Unveils ServeClick to Enable the Next Wave of E-Commerce –'E-Scheduling' of Services, Appointments & Reservations", Business Wire, New York, January 4, 2000. Two pages
AX	De Serres, Y., "Simultaneous optimization of flow control and scheduling in queues", McGill University, Publication No. AAT NN72160, 1991. Abstract only, one page.
AY	Marinho J. et al., "Decision Support System for Dynamic Production Scheduling", IEEE International Symposium on Assembly and Task Planning, July 1999. pp. 424-429.
AZ	Martin, J., "Principles of Object-Oriented Analysis and Design", PTR Prentice Hall, New Jersey, 1993. pp. vii-xiii and 133-154.
BA	McFeely, D.J. et al., "Scheduling to Achieve Multiple Criteria in an Air Force Depot CNC Machine Shop", Production and Inventory Management Journal, Vol. 38, No. 1, First Quarter 1997. 72-79.
BB	"MenuHunter.com to Provide the Ultimate in Online Restaurant Reservations Using ServeClick from Connectria; Service to Handle Complex, Real-World Needs of Restaurants & Patrons", Business Wire, New York, February 1, 2000. Three pages.
BC	Panwalker, S.S. et al., "A Survey of Scheduling Rules", Operations Research, Vol. 25, No. 1, January-February 1977. pp. 45-61.
BD	Pierreval, H. et al., "Dynamic Selection of Dispatching Rules for Manufacturing System Scheduling", International Journal Production Research, Vol. 35, No. 6, 1997. pp. 1575-1591.
BE	"RestaurantRow.com Selects ServeClick from Connectria to Power its Advanced Online Restaurant E-Scheduling", PR Newswire, New York, February 1, 2000. Three pages.
BF	"SERVECLICK", U.S. Trademark Application 75914207, Applicant: Catalyst Solutions Group, Inc., filed February 9, 2000, abandoned February 17, 2001. One page.
BG	"ServeClick.com" Web pages retrieved from archive.org on April 2006, ServeClick, 1999-2000. pp. 1-13.
BH	Tkach, D. et al., "Visual Modeling Technique Object Technology Using Visual Programming", Addison-Wesley, 1996. pp. 324-336.

EXAMINER /Dave Robertson/ (07/10/2009)	DATE CONSIDERED 08
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